



City of Grants Pass Position Announcement

Computer Services Technician

Application deadline: Friday, September 3, 2010 at 5:00 p.m.

Salary Range: \$2,911 to \$4,075 per month plus benefits

The City of Grants Pass is currently accepting applications for a full time Computer Services Technician.

The general duties of this position include installing, modifying and troubleshooting computers, systems and software. The position provides internal customer service, resolves software and hardware issues, and maintains systems and peripheral devices. Incumbents respond to internal customer service requests in person, by phone and by remote connection.

Minimum qualifications include the following:

- An Associate's Degree in a related field and four years of IT support experience or an equivalent combination of education and experience sufficient to successfully perform the duties of the job.
- Knowledge of: information technology principles and practices; computer systems networks and security; software and hardware operation and troubleshooting.
- Skills in: research and analysis related to requests for IT assistance; application of IT concepts and technologies; managing networks; using a computer and related software applications and communication and interpersonal skills.

How to Apply:

Application materials must be returned to the address below by Friday, September 3, 2010 at 5:00 P.M. Applications can be hand-delivered or post-marked by the application deadline. All applications **must include**: a cover letter, résumé, and supplemental questionnaire to be considered. No late, incomplete, or faxed applications will be accepted.

Required materials to be turned in by the application deadline for this recruitment are:

1. City Application
2. Supplemental Questionnaire
3. Résumé
4. Cover Letter

Ranking and Selection:

The ranking and selection of applicants to proceed in the process includes: experience, education, responses to supplemental questionnaire, and meeting minimum qualifications of the position. The selection process for the position includes the following steps: application review, oral and hands on interview, tentative offer, driving and criminal history check, background investigation, reference check, pre-employment physical examination, drug testing, and final offer of employment.

All candidates will be notified of the status of their application after the closing date.

Contact Information:

City of Grants Pass
Human Resources Department
101 N.W. "A" Street
Grants Pass OR 97526
Phone 541.474.6360 extension 6440
e-mail: tmartin@grantspassoregon.gov

www.grantspassoregon.gov

Responses can be handwritten or generated on a computer.

2. Describe your experience with Document Imaging Systems, including any maintenance of document scanning, indexing, or storage processes.

- I certify that each of the answers given above are correct and true to the best of my knowledge. I understand that any untruthfulness on this form will be grounds for subsequent disqualification or dismissal in the event that I am hired for the position of Computer Services Technician.

Computer Services Technician
Supplemental Questionnaire

Employment Application

EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

POSITION APPLIED FOR : _____

PLEASE PRINT OR TYPE CLEARLY:

Last Name	First	Initial	
Street Address	City & State	Zip	
Mailing Address	City & State	Zip	
Telephone Home	Work	Cell	Message
Electronic Mail Address	Driver's License Number/ State Issued / Expiration Date		
Best way to reach you? Home Phone Cell Phone E-mail			
Nickname or preferred name			

Answer all of the questions listed below:

- 1. Are you 18 years of age or over?** Yes No
- 2. If applying for a sworn Police Officer position, are you 21 years of age or over?** Yes No
- 3. Can you demonstrate that you are a Citizen of the United States or that you are legally authorized to work in the United States?** Yes No
- 4. Have you previously been employed by the City of Grants Pass?** Yes No

If so, when and what position/s? _____

- 5. Have you ever been a member of a State of Oregon Public Employees Retirement System (PERS or OPSRP)?** Yes No
- 6. Have you ever been convicted of a felony or a misdemeanor other than a minor traffic violation?** Yes No

(Convictions are not an automatic bar to employment. Each case is considered separately.)

Please attach a separate sheet that discusses all convictions including date, charge, and disposition.

- 7. Do you have a High School Diploma?** Yes No

Name of School	Location (City & State)

- 8. If not, do you have a General Equivalency Degree/Certificate? (GED)** Yes No

Name of School	Location (City & State)

Skills and Abilities:

Using a scale of 0 to 5 (0 is low and 5 is high) please indicate your skill level for the following:

_____ Typing / Keyboarding (_____ wpm)	_____ Computer Use
_____ Email	_____ Internet Use
_____ Microsoft Office Applications	_____ Multi-Line Phone
_____ 10-Key	_____ Spreadsheet Software
_____ Public Speaking	_____ Interpersonal Communication Skills
_____ Defensive Driving	_____ Other _____

List any special training, certificates, professional, vocational licenses, registrations, languages, or additional job-related skills specific to the position you are applying for:

Education / Specialized Training:

List additional Education beyond High School (college, universities, military schools, trade schools etc).

Name of School	Location (City & State)	Major	Credits Completed	Certificates or Degrees

Employment History:

Starting with your present or last employer, please list your work experience during the last 10 years, including all non-paid or volunteer work. If you need more space, please attach additional sheets. Explain gaps in employment. A resume will not be accepted as a substitute for employment history.

Job Title _____ **Start Date** _____ **End Date** _____

Employer _____ **Address** _____

Phone _____ **Direct Supervisor** _____

Were you a supervisor? Yes No **If so, # supervised?** _____ **May we contact this employer?** Yes No

Starting Salary _____ **Ending Salary** _____

Duties/Responsibilities _____

Reason for leaving : _____

Job Title _____ **Start Date** _____ **End Date** _____

Employer _____ **Address** _____

Phone _____ **Direct Supervisor** _____

Were you a supervisor? Yes No **If so, # supervised?** _____ **May we contact this employer?** Yes No

Starting Salary _____ **Ending Salary** _____

Duties/Responsibilities _____

Reason for leaving: _____

Job Title _____ Start Date _____ End Date _____

Employer _____ Address _____

Phone _____ Direct Supervisor _____

Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No

Starting Salary _____ Ending Salary _____

Duties/Responsibilities _____

Reason for leaving : _____

Job Title _____ Start Date _____ End Date _____

Employer _____ Address _____

Phone _____ Direct Supervisor _____

Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No

Starting Salary _____ Ending Salary _____

Duties/Responsibilities _____

Reason for leaving : _____

Job Title _____ Start Date _____ End Date _____

Employer _____ Address _____

Phone _____ Direct Supervisor _____

Were you a supervisor? Yes No If so, # supervised? _____ May we contact this employer? Yes No

Starting Salary _____ Ending Salary _____

Duties/Responsibilities _____

Reason for leaving : _____

If more space required for Employment History, please attach an additional sheet.

AGREEMENT: I understand any misrepresentation or deliberate omission may be justification for termination or refusal of employment. I agree to undergo psychological screening (when applicable), physical examination and drug screening. I fully understand employment is contingent upon meeting the City's physical requirements. (Note: Physical requirements will be assessed only as they relate to the position applied for. The City does not discriminate on the basis of handicap.) Candidates unsuccessful in any part of the testing process may reapply to test for future openings after waiting six months, unless it was for failure to pass the background or psychological examination, which requires the applicant to wait to retest for three (3) years. I HEREBY AUTHORIZE THE EMPLOYERS, SCHOOLS OR PERSONS NAMED ON THIS APPLICATION TO GIVE ANY ADDITIONAL INFORMATION REGARDING MY QUALIFICATIONS AND CHARACTER. I HEREBY AUTHORIZE THE CITY TO REVIEW MY DRIVING RECORD AS WELL AS CRIMINAL HISTORY.

Please read the above and sign _____

Signature

Date

CITY OF GRANTS PASS
AFFIRMATIVE ACTION QUESTIONNAIRE

NOTE TO APPLICANT: The City of Grants Pass is an equal opportunity employer. For the purposes of satisfying State and Federal requirements, your cooperation in volunteering the following information is appreciated. This form will be removed from your employment application and kept separate and confidential.

Name: _____

Position Applied For: _____

Age: _____

Gender: Male ☐ Female ☐

Please check the appropriate box:

Ethnic Origin (select one):

- ☐ **White** (not of Hispanic origin)- having origins in any of the original peoples of Europe, North Africa or the Middle East.
- ☐ **Black** (not of Hispanic origin)- having origins in any of the Black racial groups of Africa
- ☐ **Hispanic**- all peoples of Cuban, Mexican, Puerto Rican, Central or South America or other Spanish culture or origin regardless of race.
- ☐ **Asian or Pacific Islanders**- having origins in any of the original peoples of the Far East, southeast Asia, Indian subcontinent or the Pacific Islands.
- ☐ **American Indian or Alaskan Native**- having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Optional Survey:

I learned about this position through the following source(s):

- ☐ Newspaper (please specify) _____
- ☐ Organization or Group (please specify) _____
- ☐ Newsletter or Journal (please specify) _____
- ☐ City Employee ☐ Employment Office
- ☐ City Web Site ☐ Other (please specify) _____



CITY OF GRANTS PASS, OREGON CLASS SPECIFICATION

COMPUTER SERVICES TECHNICIAN

<u>FLSA STATUS:</u> Non-Exempt	<u>DBM RATING:</u> B23	<u>GROUP:</u> GPEA
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CLASS SUMMARY:

The Computer Services Technician is a Technical Support – Information Technology Stand Alone class. Incumbents are responsible for providing internal customer service through on-site support in resolution of specific issues or problems, maintenance of systems, and network security. Incumbents also perform hardware and software installations and maintenance, conduct testing of routine applications, and maintain PC inventory and supplies. Duties include training, drafting relevant policy, researching and recommending hardware and software purchases, and serving as a licensed system administrator.

<u>ESSENTIAL DUTIES:</u> These duties are a representative sample; position assignments may vary.		<u>FREQUENCY</u>
1.	Responds to help-desk requests determining work order priorities, supporting software issues, and resolving user desk-top problems.	Daily 40%
2.	Administers software, email, and hardware security programs and backs-up and secures files and data.	Weekly 20%
3.	Provides education and training regarding software and makes recommendations for software upgrades and purchases.	Daily 15%
4.	Researches and resolves network problems prioritizing issues to minimize downtime.	Weekly 5%
5.	Makes recommendation and assists in the preparation of the information technology budgets and reviews IT expenditures ensuring appropriate coding, etc.	Weekly 5%
6.	Prepares new and existing computers in inventory for installation and use by new employees.	Weekly 5%
7.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

An Associate's Degree in a related field and four years of IT support experience are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Oregon Driver's License – Class C



CITY OF GRANTS PASS, OREGON CLASS SPECIFICATION

COMPUTER SERVICES TECHNICIAN

Knowledge (position requirements at entry):

Knowledge of:

- Information technology principles and practices;
- Computer systems networks and security;
- Municipal government software and hardware;
- City organization and management;
- Applicable City policies and ordinances;
- Applicable Federal, State, and local laws, rules, and regulations.

Skills (position requirements at entry):

Skill in:

- Research and analysis related to requests for IT assistance;
- Application of IT concepts and technologies;
- Managing networks;
- Using a computer and related software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: climbing, kneeling, crawling, reaching, walking, lifting, grasping, talking, hearing, and seeing, fingering and repetitive motion.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Adopted by Council July 2, 2008
Resolution No. 5379